

### REMINDERS

#### 2026 NIHB Dental Fee Updates

NIHB regional dental fee updates came into effect on April 1, 2026. The updated fees appear in the NIHB Regional Dental Benefit Grids, organized by general practitioners (GP), specialists (SP), oral surgeons (OS), denturists (DN) and dental hygienists (HY). The grids contain maximum NIHB fees for eligible procedure codes.

NIHB Dental Fee Update	Province/Territory
April 1, 2026	Alberta
	British Columbia
	Manitoba
	New Brunswick
	Newfoundland & Labrador
	Nova Scotia
	Ontario
	Prince Edward Island
	Quebec
	Saskatchewan
	Northwest Territories
	Nunavut
	Yukon

The current NIHB Regional Dental Benefit Grids, as well as the latest updates, errata and amendments, are available on the [Express Scripts Canada NIHB Provider and Client Website](http://nihb-ssna.express-scripts.ca/en/0205140506092019/04) at nihb-ssna.express-scripts.ca/en/0205140506092019/04. The [Dental Benefit Grids](http://nihb-ssna.express-scripts.ca/en/0205140506092019/04/0407) can be found at nihb-ssna.express-scripts.ca/en/0205140506092019/04/0407. Upon entering the Dental Benefit Grids, choose the current year and the desired province/territory to view the grid corresponding to the applicable provider specialty (e.g., GP/SP, HY, DN and OS).

#### Important Information about Electronic Predetermination Submissions

Dental providers enrolled with the NIHB program have the option to submit dental and orthodontic predetermination (PD) requests using their NIHB web account.

To avoid delays in processing predetermination (PD) and post-determination requests:

- It is imperative that the current address of the client is entered in the designated section.
- Entering the provider's address in the client address field will change the client's NIHB profile.

- Once a PD request is successfully submitted through the provider's web account, **refrain from resubmitting a duplicate case** by mail, fax or web account.

For additional information on online PD submissions, providers are invited to review the "What's New – How to e-Submit" document found on the [Dental Forms](#) webpage on the Express Scripts Canada NIHB Provider and Client Website at: nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406.

#### Email Privacy

Providers are asked to avoid using email when communicating client health information with the Non-Insured Health Benefits (NIHB) program or its claims processor, Express Scripts Canada (ESC).

Predetermination submissions and requests for the payment of claims will not be accepted by email.

For predetermination submissions, use your NIHB web account or send your request via fax or mail to the [Dental Predetermination Centre](#). Contact information is available at sac-isc.gc.ca/eng/1579274812116/1579708265237#chp1.

For claim submissions, use Electronic Data Interchange (EDI), your NIHB web account or send your claim via fax or mail to Express Scripts Canada.

Fax numbers and mailing addresses can be found on the last page of this newsletter.

#### Updating your NIHB Program Profile

Providers wishing to update their NIHB program profile are reminded of the following:

Update Required	Action Required
For provider name changes	Please submit pages 1, 2, and 3 of the NIHB Dental Billing Agreement, your licence, and hand-signed by the original signatory of the billing agreement.
For business name changes	Please submit pages 1, 2, and 3 of the NIHB Dental Billing Agreement, and hand-signed by the original signatory of the agreement.
For address changes	Please submit pages 1, 2, and 3 of the NIHB Dental Billing Agreement, hand-signed by the original signatory of the agreement.

Update Required	Action Required
For direct deposit updates	Please <u>submit a fully completed Direct Deposit Request Form (all asterisked areas need to be completed, including Section B)</u> with the signature of the original signatory of the NIHB Dental Billing Agreement. If submitting an electronic form through your web account, the electronic signature must be an Adobe verified or DocuSign signature. Handwritten signatures are required if the form is printed. Section B of the form must match exactly with the preprinted VOID cheque or bank letter submitted.
A new enrolment for a new location	Please follow the checklist of the Dental Provider Enrolment Package closely, all documentation is required.
General updates	All documents submitted by fax require a handwritten signature by the owner of the business.

### Express Scripts Canada is Going Green

Interested in reducing your carbon footprint and gaining faster access to payments and communications? Express Scripts Canada encourages providers to take the time to update their payment and communication preferences from paper to electronic.

To update your direct deposit and communication preference, log into your [NIHB web account](https://nihb-ssna.express-scripts.ca/en/1215070914) at nihb-ssna.express-scripts.ca/en/1215070914. Once logged in, click the “My Profile” button on the left-hand menu bar. Scroll down to the Direct Deposit and Communication Preference sections. Click the “Update” button, make your selection and once complete, click “Save.”

If you don't have a web account, please visit the Express Scripts Canada NIHB Provider and Client Website to download the **Direct Deposit Individual Form for NIHB Providers** and the **NIHB Alternate Mailing Address & Communication Preference Individual Form** found on the [Dental Forms](https://nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406) webpage at nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406. Complete, date, and sign the forms and fax or mail them to Express Scripts Canada. Fax numbers and mailing addresses are on the bottom of the last page of this newsletter.

### Create and Manage Secondary Accounts

Did you know that providers who have an NIHB web account can now easily create and manage secondary accounts for their team members, and grant any or all of the following privileges:

- Verify client eligibility
- Submit predeterminations
- Verify the status of predeterminations
- Submit claims
- View claims history

If you have not yet created an NIHB web account, you are encouraged to [Create an Account](https://nihb-ssna.express-scripts.ca/en) at nihb-ssna.express-scripts.ca/en > Provider > Online enrolment > New NIHB provider >

Create account. Once you have an NIHB web account, you will be able to create and manage secondary accounts for your team members.

To learn more about creating and managing secondary accounts, please review the document dated October 31, 2025, on the [Alerts](https://nihb-ssna.express-scripts.ca/en/011205182019) webpage at nihb-ssna.express-scripts.ca/en/011205182019.

### Correspondence with Express Scripts Canada

Express Scripts Canada would like to take the time to remind providers of the following contact information, specifically, the mailing address and fax numbers when submitting claims and enrolment documents for processing:

Benefit	Contact Information for Claims Submission	Contact Information for Enrolment Documents Submission
Dental	<b>Express Scripts Canada</b> NIHB Dental Claims 3080 Yonge St., Suite 3002 Toronto, ON M4N 3N1 1-888-249-6098	<b>Express Scripts Canada</b> Provider Relations Department 6985 Financial Drive, Suite 300 Mississauga, ON L5N 0G3 1-855-622-0669

## NIHB PROGRAM AND EXPRESS SCRIPTS CANADA CONTACT INFORMATION

### EXPRESS SCRIPTS CANADA

#### NIHB Call Centre at Express Scripts Canada

Please have your Provider Number  
readily available

1-888-511-4666

#### Extended Hours

Monday to Friday:  
6:30 a.m. to 8:30 p.m. Eastern Time  
Excluding Statutory Holidays

#### Dental Claims

##### Submit claims online:

Through your [NIHB web account](https://nihb-ssna.express-scripts.ca/en) at  
nihb-ssna.express-scripts.ca/en > Log in

##### Mail claims to:

Express Scripts Canada  
NIHB Dental Claims  
3080 Yonge Street, Suite 3002  
Toronto ON M4N 3N1

##### Fax claims to:

1-888-249-6098

#### Dental Predetermination

##### Submit predeterminations online:

Through your [NIHB web account](https://nihb-ssna.express-scripts.ca/en) at  
nihb-ssna.express-scripts.ca/en > Log in

#### Provider Relations Department

Each additional Dental office must be enrolled  
with the NIHB Program with its own Office ID  
before services being rendered

More information below and at bottom of page

#### NIHB Program Enrolment

##### [Online Enrolment:](https://nihb-ssna.express-scripts.ca/en/0514181512)

[nihb-ssna.express-scripts.ca/en/0514181512](https://nihb-ssna.express-scripts.ca/en/0514181512)

More information below

### NIHB PROGRAM DENTAL BENEFITS

#### NIHB Dental Predetermination Centre (DPC)

##### Submit predeterminations online:

Through your [NIHB web account](https://nihb-ssna.express-scripts.ca/en) at  
nihb-ssna.express-scripts.ca/en > Log in

#### Dental Services

##### Non-Insured Health Benefits

##### Indigenous Services Canada

200 Eglantine Driveway

Address Locator 1902D

Ottawa ON K1A 0K9

1-855-618-6291

Fax: 1-855-618-6290

##### Orthodontic Services

##### Non-Insured Health Benefits

##### Indigenous Services Canada

200 Eglantine Driveway

Address Locator 1902C

Ottawa ON K1A 0K9

1-866-227-0943

Fax: 1-866-227-0957

#### British Columbia

For First Nations clients living in BC, dental benefits are  
provided by the First Nations Health Authority (FNHA). You  
may contact the FNHA Health Benefits Program by email at  
[healthbenefits@fnha.ca](mailto:healthbenefits@fnha.ca),

or by phone at 1-855-550-5454,

or by fax at 1-888-299-9222.

For Inuit and non-resident First Nations NIHB clients in BC,  
contact the NIHB Dental Predetermination Centre.

### NIHB Enrolment Package or Other Dental Provider Documentation

Download [NIHB Dental forms](https://nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406) from the Express Scripts Canada NIHB Provider and Client Website at [nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406](https://nihb-ssna.express-scripts.ca/en/0205140506092019/04/0406) or contact the NIHB Call Centre at Express Scripts Canada at 1-888-511-4666.

Submit online through your [NIHB web account](https://nihb-ssna.express-scripts.ca/en) at [nihb-ssna.express-scripts.ca/en](https://nihb-ssna.express-scripts.ca/en) > Log in. Some forms can be submitted online,  
or, Fax to: 1-855-622-0669, or, Mail to:

Express Scripts Canada  
Attention: Provider Relations  
6985 Financial Drive, Suite 300  
Mississauga ON L5N 0G3